

While you watch

FIRST VIEWING

Watch the whole episode.

1 Discuss these questions.

- 1 Where are Joanna and Sonia. Why are they there?
- 2 What is the hotel like?
- 3 How suitable is the hotel for business clients?
- 4 What does Joanna think about the hotel?
- 5 What does Sonia think of Ed Clark's idea for the hotels?

Do you have hotels like these in your country? What type of clients do they attract?

SECTION A □□□□-□□□□

Arriving for an appointment and greeting visitors

Watch the section.

1 Answer these questions.

- 1 Are these statements true (T) or false (F)?
 - a Sonia thinks the hotel is pretty.
 - b Joanna thinks the hotel is a long way for business clients to travel.
 - c They have already arranged to see Ed Clark.
 - d Ed Clark has met them before.
 - e Joanna wants to look around the hotel because she wants to stay there.
 - f She can look at all parts of the hotel.



Maria

2 Choose the words which best describe each person's attitude?

rude	friendly
polite	unhelpful
helpful	keen to get down to business
cold	formal



Joanna



Sonia



Ed Clark



Maria

Watch again and check.

2 Focus on language

1 Who says these things? Connect them to the right person. Number them in the right order to form the dialogue.

We're from Bluestream Advertising.

Your visitors are here.

Please take a seat for a moment.

Good afternoon.

We have an appointment with Ed Clark.

Hello.

Oh yes, Mr Clark is expecting you.

Thank you.

I'll let him know you're here.



Joanna



SECTION B □□□□-□□□□
Checking the client's needs



2 Who says the following?

- ... Ed Clark.
- ... Mr Clark ...
- Hi.
- Good afternoon.
- Hi, Joanna.

Why do you think these different forms of address are used?

3 Put these sentences from the dialogue in the right order.

- And I'm Sonia Green.
- Fine thanks.
- Great.
- Hello. I'm Joanna Castle. Pleased to meet you.
- Hi, Joanna. Ed Clark.
- Hi, Sonia. Good to meet you.
- Hi. Joanna? Sonia?
- How was your journey?

Watch again and check.

4 Complete the dialogue.

Ed: Now, Joanna, I
you need to look around the
hotel and get some video
footage?

Joanna: That's right.

Ed: to go wherever
you want, and ask Maria
.....

Joanna: Thanks very much.

Ed: Will an hour be?

Joanna: That'll be fine.

Ed: Great. OK. Sonia. We'll talk
in my office.

Sonia See you later.

Watch again and check.

Watch the section.

1 Answer these questions.

1 In Sonia's opinion what is Wodehouse's greatest strength?

Complete the SWOT analysis for strengths and weaknesses.

Strengths	Weaknesses
Brand name	
Opportunities	Threats
	Traditional market is getting smaller

Do you think Wodehouse is in a strong position?

2 Focus on language

1 Sonia checks that she has understood Wodehouse's situation correctly.

Complete the dialogue.

Sonia: Can your basic strategy again, Ed?
Your traditional market, which is weekend and
holiday tourists, is getting smaller.?

Ed: There's an overall decline in the
UK holiday market, but it's not all bad news. At least
when people do take quality holidays, they're still
choosing Wodehouse over other hotels.

Sonia: And that brand name, of course, is one of your
greatest strengths. But your
occupancy by attracting business clients during the
week, plus conferences?

Ed: We don't have a history of much
business custom, but we feel it has a lot of potential
for us.

Watch again and check.